



THE · POINT

DONCASTER HILL

600 DONCASTER ROAD, DONCASTER

RESIDENTS MANUAL



DELTA
PROPERTY GROUP

V1.0 25-2-20

WELCOME TO YOUR APARTMENT

Congratulations on your purchase and becoming a valued customer of **Delta Property Group**

This Residents Manual provides useful information about your new apartment. It is a guide to moving-in, establishing your service accounts, understanding the **Owners Corporation** and caring for your apartment.

The Purchaser's Handover Pack includes essential items such as your keys, manufacturers' instructions, operating manuals and appliance warranty details.

It is very important that you maintain your apartment as to ensure the longevity of its finishes and fixtures. Consult your Residents Manual and Purchaser's Pack for care and maintenance instructions – ensure experienced and licensed tradespeople are engaged to carry out repairs and maintenance works.

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ABOUT THIS MANUAL



An icon like this indicates important information.



An icon like this refers you to additional documentation included in your Owners Pack.

IMPORTANT CONTACTS



Keep your Owners Corporation & Building Manager details readily available;

Owners Corporation

ReKon Real Estate Pty Ltd
1/5 Saltriver Place
Footscray VIC 3011

- T: +613 9687 9500
- F: +613 9687 9100
- E: ocmanager@re-kon.com.au
- W: www.re-kon.com.au



Office Hours:
9.00am-5.30pm Monday-Friday

In the event of an urgent matter please leave a message with our voicemail service which is monitored after hours.

Building Manager (on site)

- T: 0424 620 451
- E: thepointmanager@gmail.com

SECURITY AND VIDEO SURVEILLANCE

THIS building including entrances, lobby areas, car park entries, common area/s, storage areas and garbage rooms that are under 24 hour, 7 days a week CCTV Surveillance.

1 MOVING-IN GUIDE

1.1 MOVING-IN PROCEDURES AND PROTECTION MEASURES

All residents are required to follow moving-in procedures, to ensure adequate access to building and loading facilities, protection of common property and minimal disruption to residents. Moving furniture through the main entrance is **not** permitted.

Residents are requested to take special care to ensure that that no damage occurs to common property during the move in or move out process. In addition, residents should ensure the move in or move out process is organised to cause minimal disruption to other residents and in particular the requirement that removalist vehicles are parked in the designated loading bay to ensure that traffic can still pass on the driveway.

The Owners Corporation Rules require residents to provide at least 48 hours notice to the Owners Corporation Manager before moving in or out. This notification occurs automatically when you make a move in/out booking online from <http://thepointdoncaster.com.au/moves.html>

Permissible moving times are between 9.00am and 5.00pm Monday to Friday and 9.00am to 5.00pm on Saturdays. No moving is allowed on Sundays or public holidays.

All moving in and out must be conducted from the basement Level and the car park gate can be isolated with prior arrangement.

Residents must contact the Building Manager prior to moving in as to arrange access and confirm move in procedures.

Procedures involve:

- Booking a suitable moving-in time: to ensure loading facilities are available, adequate protection measures are installed in the lift and common property, and residents are not disturbed;
- Permissible moving times are between 9.00am and 5.00pm Monday to Friday and 9.00am to 5.00pm on Saturdays. No moving is allowed on Sundays or public holidays.
- Residents must contact the Building Management to arrange a suitable time and provided a minimum of 48 hours notice to the Owners Corporation Manager before moving in or out. This is undertaken using the online booking system at <http://thepointdoncaster.com.au/moves.html>;
- A deposit: to cover damage to common property a cash deposit of \$200 is payable prior to the commencement of any moves (\$150 will be refunded upon satisfactory inspection at the conclusion of the move and \$50 administration charge shall apply);
- Insurance: to ensure your removalist company has suitable insurance to cover damage to common property; and apartments
- Rubbish removal: residents moving in and out should ensure that waste is disposed of correctly, in particular:
 - No rubbish should be left loose in the garbage enclosure
 - Bins should not be overfilled (if necessary rubbish should be held and released into the bins over several weeks)
 - Hard rubbish should not be thrown into garbage receptacles. The Council does not provide hard rubbish collection to this building so residents must make their own arrangements to dispose of such goods at the nearest tip or waste transfer station.
 - Boxes should be flattened and disposed of in the recycling bin
 - Polystyrene should not be disposed of in the recycling bin

The following are recommended measures for protecting the building and your apartment while moving-in:

- Ceilings, Walls and Doors: Use common sense as to avoid scuffing or chipping ceilings, walls and door frames. Pay particular attention to avoid damage to sprinkler heads.
- Flooring: Do not drag heavy object across carpets/flooring – use appropriate moving equipment and/or carry all objects.
- Flooring: As part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.
- Very Important: No boxes such as moving boxes may be disposed of down the rubbish chutes as this creates blockages and additional cost to the Owners Corporation. Offenders will be required to pay for the chute to be unblocked.

2 SERVICES AND CONNECTION

2.1 SERVICE CONNECTIONS

The following contact details of common service providers have been listed for your convenience. The list does not include all potential service providers and is not intended to represent any recommendation by the Developer.

You are responsible for ensuring that service accounts are connected in your name upon occupation of your new apartment.

| Service | Important Details | Contact Info |
|-------------------------|---|---|
| Electricity & Hot Water | <p>The Point is equipped with specialised electrical infrastructure known as an 'embedded network' which is operated by WINconnect Pty Ltd. Bulk deals with wholesale providers have been negotiated in order to provide residents with access to discount electricity.</p> <p>Advantages of the embedded network include:</p> <ul style="list-style-type: none">• Competitive rates for electricity• No waiting period for connection of a service <p>The initial connection fee has been paid as part of your statement of adjustments at settlement. Please ensure that you contact WINconnect Pty Ltd at least 48 hours prior to your anticipated move in to ensure the power is connected.</p> <p>The quickest and easiest way to connect is using the online connection portal at www.winconnect.com.au. Please ensure you connect both electricity and hot water during the online connection application. All you need is your address details to connect. You do not need any meter numbers.</p> | <p>WINconnect Pty Ltd</p> <p>Customer Service ph: 1300 791 970</p> <p>www.winconnect.com.au</p> <p>Mon – Fri 8.30am – 5.30pm</p> <p>Emergency after hours number: 1300 448 862</p> <p>Postal: PO Box 217 Hawthorn VIC 3122 Australia</p> |
| Gas (for cooktops) | <p>The gas supply for kitchen cooktops is provided by the Owners Corporation and no connection is required.</p> <p>Please do not attempt to make an application for a gas connection as you may end up transferring the main supply into your name.</p> | <p>N/A</p> <p>No connection required</p> |
| Water | <p>Yarra Valley Water is the water provider for The Point.</p> <p>Even though water is connected, residents must still open an account with Yarra Valley Water to enable billing of water.</p> <p>Please note there are different requirements depending on whether you are an owner occupier, or if your apartment is leased.</p> | <p>Yarra Valley Water</p> <p>Customer Service ph: 1300 853 811</p> |
| Rocket WIFI Internet | <p>The developer of The Point has arranged for Rocket WIFI Internet to be installed across the building.</p> <p>This secure and fast internet service is provided as an alternative to NBN services (available via other service providers) and is ready to use as soon as you arrive on site with no contracts or connection fees needed.</p> <p>Simply connect your smartphone, computer or tablet to the WIFI network "ROCKET WIFI" and sign up for a new account.</p> <p>Try it for \$1 for the first month. For plan information visit www.rocketwifi.com.au.</p> | <p>Rocket WIFI Internet</p> <p>www.rocketwifi.com.au</p> |

| | | |
|----------------------------------|--|--|
| National Broadband Network (NBN) | <p>The NBN™ network is Australia's new landline phone and internet network. It's designed to provide you with access to all the benefits of fast and reliable internet services, wherever you live.</p> <p>As a resident at The Point, an account will be required to be opened with the landline phone companies and internet service providers who offer NBN plans for homes.</p> <p>List of Service Providers</p> <p>http://www.nbnco.com.au/connect-home-or-business/information-for-home/how-to-connect/service-provider-list.html</p> | <p>NBN™</p> <p>1800 687 626</p> <p>www.nbnco.com.au</p> |
| Foxtel | <p>Provision for Foxtel has been made within your home and residents wanting to connect the service in their own home should contact Foxtel to discuss packages and setup charges.</p> | <p>Foxtel Customer Service</p> <p>13 17 87</p> <p>www.foxtel.com.au</p> |
| Australia Post | <p>The building has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your existing address to your new home apply for mail re-direction (a form can be obtained at any Australia Post branch).</p> <p>Postal Address for the building is: #Your Apartment Number#, 600 Doncaster Road, Doncaster Vic 3006</p> | <p>Customer Service</p> <p>https://auspost.com.au/help-and-support</p> |

2.2 WASTE & INSURANCE

2.2.1 GARBAGE COLLECTION

The Owners Corporation Manager is responsible for overseeing the building's waste management function.

The Waste Management program has been put in place following the endorsement of the Waste Management Plan approved by City of Manningham Council.

Waste collections are arranged with a private waste contractor. The Owners Corporation Manager will provide information regarding waste disposal and collection.

2.2.2 INSURANCE

The Owners Corporation is responsible for insuring the common property building and common property contents. This insurance is known as a strata insurance policy. The strata insurance policy also provides cover for certain lot owner property. Please refer to the policy schedule and policy document for further information.

Members are reminded that Owners Corporation insurance does not cover contents, owners' chattels, including carpets and blinds, inside the units. Each owner or tenant should have Contents Insurance which includes personal Public Liability. Landlords are advised to have Landlord's Contents cover. Each owner and/or occupant is responsible for insuring their own contents and fittings within their apartment. We recommend each owner and/or occupant seek advice from a professional insurance broker.

3 BEING IN AN OWNERS CORPORATION

3.1 STRATA TITLE

The registration of the plan of sub-division resulted in the formation of the Owners Corporation. As an owner of a lot in the residential strata scheme, you will automatically be a member of the Owners Corporation.

600 Doncaster Road, Doncaster VIC 3108 (The Point), is a strata titled building. As an owner of an apartment, you are the owner of a lot within a strata scheme.

All areas within the building which do not form part of an individual apartment lot are common property. Such areas include the main entry lobby, lifts, corridor lobbies, communal spaces, communal courtyards, car park levels, building structure, services rooms and the like. The common property is owned by the Owners Corporation, and all owners contribute financially to the maintenance of these areas.

The Owners Corporation is the body which represents all the apartment owners collectively. As an apartment owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the common property.

3.2 OWNERS CORPORATION

The Owners Corporation deals with all matters associated with the management and administration of the common property including:

- management of the common area;
- maintenance, cleaning and repairs;
- insurances (such as building, public liability, workers compensation etc);
- control, cleaning and use of the common facilities;
- matters relating to garbage, noise, pets and the like;
- administration and sinking fund;
- Owners Corporation Rules; and
- Administration of the Committee of Management.

The Committee of Management is a body of volunteer owners who will be elected at the Annual General Meeting (AGM) of the Owners Corporation to represent all owners in the day to day running of the strata scheme.

3.3 MANAGING AGENT

The Owners Corporation has appointed **ReKon Real Estate Pty Ltd** to undertake the management responsibilities of the owner's corporation.

The Strata Managing Agent's responsibilities include:

- management of the common area;
- organisation of repairs and maintenance of common property;
- arranging of quotations for services/works;
- engagement of caretaker, cleaners, gardeners, tradespeople;
- convening, recording and attendance at Annual General Meetings;
- maintaining all accounting records, bank accounts, collecting levy contributions, issuing levy notices, etc.;
- routine inward and outward correspondence;
- insurance renewal, valuations and lodgment of claims;
- maintenance of the Owners Corporation Register;
- supervision of the common seal;
- preparation of Owners Corporation certificates;
- generally implementing the decision and instructions of the Owners Corporation; and
- providing guidance to the Owners Corporation in performance of its duties and functions.

3.4 LEVIES: ADMINISTRATION AND SINKING FUND

Levies are the financial contributions paid by all owners to the Owners Corporation to cover the running costs incurred in the management of the building and for allocation for capital expenditure. Each owner pays a share of the cost which is apportioned according to the unit liabilities (ULs), outlined in the Plan of Subdivision.

At each Annual General Meeting a budget is set for the anticipated expenditure for the year. Levies are then determined and resolved for the administrative and sinking funds.

3.5 OWNERS CORPORATION RULES

Owners Corporation Rules are a set of “rules” that the owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new by-laws can be introduced, by the Owners Corporation.



A copy of the Owners Corporation by-laws is included under Appendix A. They cover topics such as moving goods and furniture, keeping of pets, cleaning, security, parking etc.

3.6 MODIFICATIONS TO APARTMENTS

Prior to any building work being undertaken in any apartment, owners and tenants have been advised that they may need to obtain the required consents from local council, Owners Corporation and any other relevant authority.



Refer to building by-laws included in the Owners Pack for relevant clauses relating to Owners Corporation Consent, including Behaviour of Owners, Occupiers and Permitted Persons, Common Property, External Appearance, Floor Coverings, Building Works and Alterations (Consents, Notice to Owners Corporation, Carrying out of Building Works and Alterations).

During the works the tenant must protect, keep clean and make good all common property; and ensure consideration of all residents. Works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum, rubbish is to be disposed of, etc.

Any trades people undertaking works on your behalf must clear and dispose of all rubbish and debris from the building and from common property. This includes ensuring that large rubbish items should not be disposed of in rubbish bins and that the common driveways and corridors have been cleaned or swept if any mess has been caused.

Absolutely no works that affect the exterior of the buildings are to be undertaken without the prior written approval of the Owners Corporation. This includes the installation of alarm sirens, external spotlights, air-conditioners, satellite dishes, TV antennae, awnings and screen doors all of which are specifically prohibited by the OC Rules. Air conditioners must be installed in an approved manner to ensure that the condenser unit is located in an appropriate location and all cabling and piping is concealed (and does not run through common property).

Trades people can only work in your apartment between 8.00am and 4.00pm weekdays and 9.00am-12.00 noon Saturdays.

Any alterations that may affect the acoustic or fire rating of the separation between any lots or any lot and the common property are prohibited.

In the event that a proprietor proposes to change the material used for floor coverings in any part of a lot full details of the proposed changes together with an acoustic engineer’s report certifying that the proposed changes comply with the Building Code of Australia must be submitted to the Owners Corporation for approval prior to any changes being effected and the changes cannot proceed without the prior written approval of the Owners Corporation.

Consistent with the Owners Corporation Rules, the following is a summary of the procedures which must be followed:

1. Contact the Owners Corporation and local council to confirm required approvals;
2. Ensure proposed modifications are consistent with Owners Corporation Rules and any relevant codes;
3. Submit details of proposed modifications to Owners Corporation for approval prior to undertaking any work. Include description of works, estimate of time for undertaking works, and all necessary supporting documentation and other approvals; and
4. During the works:

- protect, keep clean and make good all common property; and
- ensure consideration of all residents – works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum, rubbish is to be disposed of, etc.

3.7 ACOUSTIC AND FIRE SEPARATION BETWEEN APARTMENTS

Considerable care has been taken to ensure that floors, ceilings and walls to all apartments and common areas have been designed to achieve a high standard of acoustic and fire separation.

Any proposed modifications to these surfaces, such as a change to the floor finish from carpet to tiles, installation of down lights in the ceiling, installation of entertainment/sound system components (i.e. televisions, speakers etc.) or the hanging of artwork, must:

- be designed to maintain the existing standard of acoustic and fire separation; and
- be installed by an experienced tradesperson.



Poor workmanship, inadequate acoustic provisions or any unacceptable noise transference may lead to the work being reversed and reinstated at the owner's expense.

Please note:

- Floor mounted speakers must be acoustically isolated when positioned on hard surfaces such as timber floor or tiles.
- Wall mounted speakers for sound systems or televisions must be installed on appropriate acoustic isolation brackets.
- Chasing for electrical work on walls between apartments will generally not be acceptable.

3.8 SAFETY: CLEANING AND MAINTENANCE PROTOCOL

Please assist the Building Manager in its role by reporting any common property cleaning or maintenance needs when noted.

As the owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your lot, including your balcony, windows, courtyard, terrace, car park, bicycle rack and storage area, if relevant

The Owner's Manual, aims to provide a helpful guide on the cleaning and maintenance of your apartment.



However, where appropriate, the use of professional cleaners and licensed tradespeople with necessary safety equipment is recommended

For your safety, and that of other residents:

- consult this manual and the by-laws, prior to undertaking maintenance and cleaning works;
- untrained or unlicensed persons should not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services;
- children must always be supervised (particularly on balcony or external areas);
- do not stand on a chair to clean, service or repair any item – use an approved for purpose ladder;
- do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells; and
- do not lean out of windows or over balconies to clean, service or repair any item.

Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines.

3.9 NOISE

Please be mindful of your neighbours and do not create unreasonable noise or behave in a manner likely to annoy them. As a guide no noise should be heard from outside your apartment door.

In consideration of the right to peaceful enjoyment by all residents, the Owners Corporation Rules contain certain requirements in relation to noise.

- **Slamming doors**

In consideration of other residents, please ensure that occupants and visitors of your apartment are advised not to slam the doors when entering or exiting the premises.

- **Moving in and building works**

The rules of the Owners Corporation prohibit moving in/out and using power tools on Sundays and on any other day before 8.00am or after 5.00pm. Please ensure you observe these rules.

3.10 BALCONIES

Do not throw or allow any cigarette butts or litter out of windows or from balconies. Balconies should be kept in a tidy manner. Nothing should be attached to the walls of balconies (in particular sails or awnings should not be installed as neither the walls nor the floor have been designed to carry loads of this nature). Clothes drying and storage on balconies is also prohibited by the OC Rules (as well as Council ordinance and fire safety requirements) – please refer to the OC Rules for further information.

3.11 SMOKING

Please ensure that cigarette butts are disposed of thoughtfully and not left on any common property including the entry areas, driveway or gardens.

Avoid smoking in entry / stair areas as this may trigger the smoke detector system which will unnecessarily disturb other residents and may also lead to a costly fire brigade attendance.

Please note that ALL common property has been designated as a NON-SMOKING area.

3.12 CAR PARKING

Parking is restricted to your own parking lot/s. Please do not park in another resident's lot. Although you may stop in the driveway for short periods of time, such as to unload bulky items from your car, please be considerate of other residents by not parking in the driveway at any time. Parking in the driveway may inconvenience other residents by preventing them from getting into or out of the complex and/or may cause an accident.

The Owners Corporation is not responsible for any damage sustained to the residents' vehicles while entering or leaving the car park, or the theft of any vehicle or personal property while parked in the resident parking areas.

3.13 VEHICLE WASHING

There are no car washing facilities on site and washing of cars inside the car park is not permitted.

3.14 NEWSPAPER DELIVERY

You will need to make arrangements with the local newsagency for home delivery of newspapers.

3.15 ANIMALS / PETS

Residents' pets are only permitted to be kept inside an apartment. Residents must ensure their pets are controlled at all times whilst on or in common areas. If any animal creates any mess in any of the common areas (including the car parks,

driveways, corridors, stairways, lifts or entry areas) it must be cleaned up thoroughly and the area deodorized or washed down immediately by the pet's owner or supervisor. Failure to clean up mess may result in cleaning and administration charges being recovered from the relevant lot owner. Any mess created by pets on the landscaped areas and surrounding nature strips or park land should also be picked up and disposed of in the rubbish.

If any animal is causing a nuisance it will result in the Owners Corporation issuing a caution to the owner and if the problem continues, the Owners Corporation will order the immediate removal of the animal. With the above in mind it is in your interest to demonstrate the utmost consideration to neighbours at all times.

Cat and dog litter must be double bagged and, tied securely before being placed in the rubbish bins.

All pets must be taken in and out of the building through one of the car park levels and not the main entry lobby.

3.16 VISITOR ACCESS

To maintain security throughout the building, visitor access can only be authorized by a host resident, via the audio intercom system.

Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

- **Identify Visitor:** The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, or by the car park garage door, and press the "📞" button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.
- **Authorize Entry:** To grant access, the host must press the button with the key symbol on their handset to open the main entry door.
- **Lift Access:** To grant access, the host must press the lift button on their intercom
- **Exit:** Authorisation is not required for visitors to exit the building using the main entry.

Residents also need to give visitors access to the lift by pressing the lift button on their intercom monitor.

3.17 BICYCLES, SKATEBOARDS ETC.

The riding of skateboards, roller blades or similar is not permitted on common areas. Bicycles may be stored in your parking space, storage cage or bike rack and not in stairwells, balconies or any other common area.

3.18 BALL GAMES ETC

Ball games, rollerblading or skateboarding is not permitted on common property including the driveway. Riding of bikes is also prohibited as it may lead to insurance claims against the Owners Corporation. The speed limit sign posted at 10 km per hour.

3.19 WINDOW FURNISHINGS

Pursuant to Owners Corporation resolutions, window furnishings must be according to the following specification:

Window Furnishings: Dawn Mariah or Off-white in colour in all externally visible windows on all sides.

No other colours are permitted to be visible externally.

The installer that you select will have to be advised by you that it is his responsibility to ensure that proper fixing points are located and that the blind is installed in a secure manner without damaging either the aluminium window frame or the ceiling.

In order to ensure that a consistent exterior look is maintained across all apartments in the building, installation of **EXTERNAL** roller blinds or rope and pulley awnings are strictly **PROHIBITED**.

3.20 BICYCLE RACKS

Residents who would like to install a bicycle rack are able to do so, on the concrete wall (subject to available fixing points) in front of their parking space or where there is no concrete wall available, then the concrete ceiling above their car parking space.

As the walls and ceiling comprise Owners Corporation property, the Owners Corporation has approved specific rack systems and ***an approved contractor to ensure the installation is performed in a safe and workmanlike manner.*** Please contact the Owners Corporation Manager for further details on installing a Bicycle Rack.

Residents should be aware that the Owners Corporation Rules specifically prohibit the storage of bikes in any common areas or balconies.

3.21 STORAGE IN CAR PARKS

Owners Corporation Rules prohibit the storage of any items other than a car, motorcycle or bicycle within a car park space. Storage of personal items is only permitted within storage enclosures and must be the type of enclosure that has been approved by the Owners Corporation.

3.22 DAMAGE TO COMMON PROPERTY

The Owners Corporation Manager's experience is that a number of scuff marks are caused in the corridors/common areas during moving in/out. Please ensure that you do not cause damage to common property when moving personal items into and out of the complex.

Damage caused to the common property will result in an unnecessary maintenance expense for the Owners Corporation which will need to be recovered from Owners.

If you witness any damage or if you happen to accidentally cause any damage to the common property, please advise the Building Manager or Owners Corporation Manager so that appropriate action can be taken.

4 COMMON FACILITIES

4.1 GYMNASIUM

INTRODUCTION

The Point Gymnasium features:

- Filtered and chilled water dispenser
- Extensive range of strength training equipment (free weights and various strength machines)
- Full complement of fitness training equipment (treadmills, bikes, cross trainer and rower)
- Music system and wall mounted televisions with FM transmitters for sound

RULES

All residents must complete induction prior to using facilities.

Induction sessions are held periodically depending on demand.

Please visit The Point website for details on the next available induction session.

- Operating hours are 6.00AM to 10.00PM daily.
- Usage of this facility is solely at your own risk and responsibility.
- Guests must be accompanied by a resident at all times (a limit of 2 guests per apartment applies)
- Children under 16 years must be under adult supervision at all times.
- To ensure a comfortable atmosphere for everyone, please be courteous and respectful of others.
- During peak hours (or while others are waiting) limit your time on the treadmill, cycle, cross trainer, rower etc to 20-30 minutes.
- Please pick up all towels, water bottles etc.
- Please return all weights to weight trees after use.
- Wipe down each piece of equipment for the next user.
- Proper attire and footwear must be worn (no thongs or sandals or work wear).
- No food or beverages (except water)

GYM ACCESS PASSES

- Residents must bring their photo ID access pass to each visit to the Facility.
- Residents must register their attendance by swiping their access card upon entry to the Facility.
- Residents can obtain a replacement card if original card is lost or stolen. All lost or stolen access cards will incur a \$55 administration fee.
- If an access card is faulty a replacement card will be issued at no cost to the member only upon the immediate return of the original faulty card.
- 'Sharing' of passes is strictly prohibited and any access pass found being used in an unauthorised manner will be cancelled.

4.2 RESIDENTS LOUNGE, RESIDENTS DINING ROOM, BBQ/GRILL AND COMMUNAL GARDEN FACILITIES

INTRODUCTION

The Point offers residents resort style amenities featuring:

- Residents Lounge Room
- Residents Dining Room with fully operational kitchen
- BBQ Grill areas with electric BBQ's
- Communal 'sky gardens' on levels 2-9
- Orchard themed forecourt landscaping

RULES

Pursuant to the Owners Corporation Rules, the following conditions apply to the use of the Residents Lounge, Residents Dining Room, BBQ/Grill and Communal Garden facilities (together "Amenities"):

- Hours of use are 7:00 am to 10:00 pm;
- Children under the age of 16 years may use the Amenities only if supervised by an adult at all times;
- Alcohol, food and glassware are only permitted in the residents dining room and bbq/grill area;
- Residents are responsible for cleaning up any mess created in any of the Amenities areas;
- Residents must not make unreasonable noise or otherwise detrimentally affect the quiet enjoyment of any other resident when using any of the Amenities;
- Use of the kitchen, dining room and bbq/grill facilities are subject to booking/reservation with the building manager using the online booking system;
- During any period of high demand, reservations for the kitchen, dining room and bbq/grill facilities may be restricted by the building manager to one (1) reservation per 30 day period;
- A refundable security deposit of \$200 is payable at the time of booking the kitchen and dining room facilities. If at the conclusion of the use of these areas the caretaker determines that the cleaning is unsatisfactory, the Owners Corporation may deduct the cleaning costs from the security deposit and further recover any shortfall from the proprietor or occupier of the lot;
- Residents must observe all directions issued from time to time by the building manager in relation to the use of the Amenities;
- Smoking is strictly prohibited in all of the Amenities areas (for the avoidance of doubt smoking is not permitted in any outdoor bbq or communal garden areas);
- Running, ball playing, noisy or hazardous activities are not permitted in the Amenities areas;
- All users of the Amenities do so at their own risk.
- A proprietor or occupier of a lot must not breach nor permit persons under his or her control to breach these rules as stipulated.
- Suitable footwear must be worn to and from the Amenities and whilst in the Amenities area **shoes are to be worn at all times:**
- Suitable clothing is to be worn whilst in the Amenities;
- No live or amplified music, other than any background music provided by the operator of the Amenities is permitted in the Amenities areas;

4.3 RESIDENT ENTRY AND SECURITY

The main pedestrian access to **The Point Apartments** is via Elgar Road, through the main entry lobby. A secondary access point is located at the carpark entrance ramp from Elgar Court, this can be used for access through to the residents' store & bike lock up.

The building is electronically secure, which means residents are required to use their proximity token or remote control to gain access throughout the building. The proximity card or remote will provide access at the following points:

- Ground Floor Lobby;
- Carpark Access Gate
- Lifts;

General note for all entry points: Present token to proximity reader. It can recognize a card within 100mm. Once the token is recognized, a short beep will sound and the entry door will unlock



In the event of an extended power failure, residents will be able to enter the building and take the fire stairs to their apartment level. Ensure stair doors are kept shut at all times. The lifts, proximity access system & intercom may not work.



The following are included in your Handover Pack (issued as part of **The Point Apartments** operation manual and kit)

- Apartment Keys
- Security Fob Control
- Garage door remote Control
- Letterbox keys
- Window keys and sliding door keys
- A/C Remote Control

- In addition there will be photo ID access cards issued to every person who is a resident and attends an induction session for the leisure facilities. Proof of residency must be provided to the satisfaction of the Owners Corporation Manager.



To maintain security, contact the Building Manager immediately to report lost proximity cards or remote controls.

The following are step by step instructions for gaining entry:

- **Main entry/Pedestrian Entry:** Present token to proximity reader. The reader is a long black plastic switch about 100mm long mounted below the Video intercom, and it can recognize a token within 100mm. Once the token is recognized, a short beep will sound, the light flicks green, and the entry door will unlock
- **Car Park/Pedestrian Gate Entry:** Present token to proximity reader. The reader is a long black plastic switch about 100mm long mounted on the gate, and it can recognize a card within 100mm. Once the card is recognized, a short beep will sound and the entry door will unlock.

4.4 RESIDENT & OFFICE PARKING

The car park within **The Point Apartments** is protected with a security carpark door/sliding gate, controlled by the use of a swipe key/fob/remote access.



To maintain security, do not permit “tail gating” through the garage door.

Car parking spaces are identified by a unique space number which are allocated to the relevant apartment and office lots. Residents have been allocated car parks pertaining to their agreed contract of sale.

Please note the following:

- parking to upper basement level is allocated to retail/commercial tenants
- speed limit is **10km/h**;
- follow all signs and directional marking;
- adhere to nominated height clearances within car park **strictly no vehicle's in excess of 2100mm**;
- be aware of pedestrians at the driveway crossing when entering and exiting the car park, as well as at entrances to the car park on each level; and
- headlights should be on when driving in the car park.

The following are step by step instructions for resident parking:

Resident and Office Car Park Entry: As entering ramp off Elgar Court please use carpark remote to open carpark entry door. For visitors there will be an intercom system whereby apartment number or office number can be dialed. Please follow steps listed below in 4.5 Visitor Access.

Resident Car Park Gate Entry: As approaching sliding gate on basement on basement 2 please use carpark remote to open gate. Once gate is completely open proceed through.

Car Park Lifts & Stairs: To leave the car park and proceed to apartment, use the lift or stairs.

Exit: To exit the entry car park door, drive to car park gate. The car park gate will automatically detect your cars presence and open accordingly. Proceed once the door opens, which will close automatically. Note: For residents the sliding gate will need to be opened with the use of the remote when entering and exiting resident parking levels.

4.5 VISITOR ACCESS

To maintain security throughout the building, visitor access can only be authorized by a host resident, via the audio intercom system.

Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

- **Identify Visitor:** The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, or by the car park garage door, and press the "📞" button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.
- **Authorize Entry:** To grant access, the host must press the button with the key symbol on their handset to open the main entry door.
- **Exit:** Authorization is not required for visitors to exit the building using the main entry.

4.6 MAIL



An individually keyed mailbox is located near the Ground floor lift lobby. Keys for the mailbox allocated to the owners/tenants are included in **The Point Apartments** handover manual pack.

4.7 ELECTRONIC PARCEL LOCKERS



Never miss a parcel delivery again! The parcel locker system will offer convenience and security of parcel deliveries to residents;



Residents will need to register to use the lockers, which will allow deliveries to be received and signed for electronically without needing to be at home;



Upon receipt of a parcel, residents will be immediately notified of the delivery by SMS, email and push / app notification and you will be able to retrieve the parcel using the mobile phone app or the code sent with the notification;



The parcel locker will store your delivery up to 48 hours for free. If your delivery has not been collected after this time, a late fee of \$1.50 per day will apply.



Refer to the website for further information: www.myparcellocker.com



Your new parcel locker is ready to use.

Your intelligent parcel locker is now installed and is available exclusively for the use of residents. Upon entry to the building, the parcel locker is located to the right of the foyer.

Experience a more secure and convenient way to receive your important deliveries.

Simply download the *PILOT MY PARCEL LOCKER 2018 APP* and complete your registration. Be sure to enter a password and your unique verification code in the appropriate boxes.

Contact us
24/7 Helpline on 07 3123 2862
www.myparcellocker.com

4.8 KEYS



Typically, apartment entry keys will open apartments; Separate keys are also provided for letterboxes, balcony doors and windows.



Security tokens or fobs are required to access the common area entrance doors, the common area amenities and the lifts



Remote controls are required to enter/exit the carparks

4.9 GARBAGE AND RECYCLING

Garbage and recycling facilities are located in the Waste Room at Ground floor of **The Point Apartments**.

Waste Chute

- Residents shall dispose sorted garbage and recyclables via waste chutes (available at each apartment level next to the stair core), in accordance with instructions from the chute supplier.
 - Tenants must, securely bag all rubbish and place it within the appropriate chute, allowing it to naturally fall
 - Do not dispose of any:
 - loose rubbish, especially cardboard, large items that could block the chute including pizza boxes or large waste bags & oversized waste down the waste chute.
 - Any unsuitable waste items must be taken to the bin room
- **Please note that broken glass of any kind including crockery and drinking glasses do not constitute recyclable waste** and all waste of this kind should be securely wrapped and placed in the ordinary waste green bins.
- All boxes are to be flattened and placed into the recycle bins.

For waste unsuitable for chute disposal, residents shall transfer sorted waste directly to the Bin Store (access via lift/stairs as required) located at the ground floor (access from ground floor entrance ramp)

It is the responsibility of the Owners Corporation to arrange all garbage collection and supply of refuse bins with the waste management company.

Hardwaste Collection Service

Hard rubbish should not be thrown into garbage receptacles.

The Council does not provide hard rubbish collection to this building so residents must make their own arrangements to dispose of such goods at the nearest tip or waste transfer station.

4.10 FIRE PROCEDURES AND SAFETY



The Owners Corporation is responsible for maintaining an Emergency Management Plan and ensuring all residents are adequately advised of fire safety procedures.

In summary:

- Ensure you are familiar with Emergency Management Plan(s) and evacuation procedures established by the Owners Corporation;
- Note the nearest fire exit to your apartment;
- Note that fire doors must remain closed at all times; and
- Take extreme care not to bump or break off sprinkler heads.

An Emergency Evacuation Plan is located on each level near to the lifts. This Plan indicates the egress path required in an emergency situation. The Owners Corporation is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors, fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels,

common area smoke detectors, manual call points, emergency lighting etc.

The Owners Corporation or Building Manager will arrange access to each apartment, if necessary, for the annual inspections of these services. Each owner is responsible for maintaining the smoke detectors within their apartment. This detector is not connected to the fire brigade. (Refer to Section 5.9: Apartment Services - Smoke Detectors).



Please note that smoke detectors in the common areas are linked to the Melbourne Fire Brigade (MFB). Cooking smoke should not be dispersed into the common hallways as this will activate attendance by the MFB; expensive fines apply for false alarms. Any contractors engaged should also be aware that sanding equipment and heat equipment may also activate attendance by the MFB. As a consequence, any activation of a common area smoke detector will result in the attendance of the MFB and issuance of a costly attendance. In the event of a false alarm, the Owners Corporation reserves the right to pass on the costs of any false alarm to the resident who caused the false alarm.



Please ensure that at no time cooking smoke from your apartment (e.g. burnt toast), or cigarette smoke is allowed to flow out into the entry area as this may cause the external smoke detector to activate.



If there is excessive cooking smoke, switch on your exhaust fans and range hood and open a window or balcony door.



All corridors are fitted with chemical and water fire extinguishers. For locations, refer to Evacuation Plans provided in Appendix.

Should any works be required within an apartment that could trigger an alarm or sprinkler head to activate, please contact the Building Manager.

In the case of a power failure, all vehicle gates, garages and access card secured entry doors have uninterruptible (battery backup) power supplies. If the power failure lasts beyond the battery life of the UPS all card access secured doors will default to open.



Please note that your apartment door is also a fire door and contributes to the fire protection system for the building. Alteration of the locks or door hardware is strictly prohibited. Any repairs must be authorised in writing by the Owners Corporation in writing and ensure a qualified locksmith undertakes the work to install fire rated hardware.

5 APARTMENT & COMMON AREA SERVICES

5.1 ELECTRICAL SERVICE

Each apartment has a normal domestic 240-volt, single phase power supply, for residents use.

The Point Apartments has been built with an embedded electrical network. **WinConnect Pty Ltd** has been contracted to operate the embedded electricity. Electricity will be connected and available to you from settlement, but you need contact **WinConnect Pty Ltd** to set up an account to ensure your continued supply. To establish an account, please visit www.winconnect.com.au.



Main Electrical Meters are located in the cupboard opposite lifts. Each meter is labelled to match the apartment number.

Your apartment's electrical switchboard is located inside your apartment generally near the entry. All light, power, air conditioning, range hood, oven, dishwasher and exhaust fans circuits are protected by circuit breakers at the switchboard. For added personal protection, power points (GPOs, including those into which appliances are plugged) and lighting circuits have a safety switch.

Should your safety switch trip for any reason, follow these steps:

- Isolate/turn off all GPOs and lights and unplug all appliances.
- Reset the safety switch.
- If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.

- Turn on the GPOs one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
- Plug your appliances back into GPOs one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

For safety reasons, ensure an adequate air space is left around the apartment switchboard. Do not store items in front of or in contact with the switchboard.



Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

5.2 GAS SERVICE



Your apartment has a gas supply connected to the cooktop for private use.

Gas for cooktops is reticulated from a central meter in the Gas Meter Enclosure.

Isolation valves are located in the ceiling space in the lobby/corridor on each level, concealed behind ceiling access panels generally outside the apartment entry door.

In the event of an emergency, the Gas isolation valve is inside the kitchen cupboards, adjacent to the cook top. *There are also gas isolation valves for each level and these are located in the corridor of each level.*

Billing for the gas usage for the cook tops in all apartments will be billed to the Owners Corporation and is part of your OC Levy – **you do not need your own gas account.**

Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

5.3 WATER SERVICE

Cold Water is provided by Yarra Valley Water. Please contact them on 1300 853 811 or visit <https://www.yvw.com.au/contact-us> to establish an account upon occupation of the unit.

To turn off the water supply to your apartment, use the levers located in water meter services cupboard on your floor. Contact your Building Manager for access to these cupboards.



A licensed plumber must be engaged to locate and fix any fault with the water supply or fix or replace any fitting such as a tap or showerhead.

5.4 HOT WATER

Hot water is supplied from a central gas hot water heating system and is maintained by WINconnect. WINconnect will bill each unit for individual gas consumed for the hot water usage and well as the Owners Corporation for common property hot water usage. Contact WINconnect on www.winconnect.com.au or 1300 791 970 to establish an account.

5.5 PLUMBING EMERGENCIES

For any plumbing out of hours **emergencies**, the tenant or Building Manager is advised to contact Keralton Plumbing – **Brent Millier 0419 691 392**

Please note, emergency call outs do not include the following

- Dripping taps
- Water temperature issues
- Loss of pressure or lack of pressure

Emergency call outs should be used for:

- a burst water service or a serious water service leak
- a blocked or broken lavatory service
- a serious roof leak
- a gas leak
- flooding or serious flood damage
- a failure or breakdown of the gas or water supply to the property
- a fault or damage that makes the property unsafe
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the property

A call out fee will apply for any incorrect call outs made which will be payable by the person who initiated the call.

5.6 AIR CONDITIONING

Your apartment is supplied with a reverse cycle, split system (or bulk head units depending) air conditioning unit for heating and cooling your home. In most instances, your air conditioning condenser unit is located within the apartment courtyard/balcony, however, some may be located upon car park walls or on the plant platform at roof level. These condensers will be labelled with your apartment/office number. Contact the Building Manager if you require access to your condenser if not located on your balcony.



The air conditioning system can be operated in a variety of ways, to suit your preferences. To take full advantage of the air conditioning system and to ensure correct maintenance, refer to the Operating Instructions included in your Owners Pack and appendices.

The remote control unit allows you to control the temperature and operation of the system, including timer. The following tips will assist in optimising the performance of your air conditioning:

- To achieve an even temperature throughout the apartment, run all air conditioning units at the same time and set at the same temperature.
- Generally, a temperature range between 20°C to 25°C is considered comfortable.
- The system can be set to either “cool” or “heat” or it can be set to automatically switch from heating to cooling to maintain a consistent temperature via the “Auto On” or “Auto” setting.
- Controls can also be configured to circulate air at all times or be turned off when there is no demand for heating or cooling.
- Extreme settings such as 15°C or 28°C do not improve the systems performance or increase the rate of heating or cooling. They are likely to lead to uncomfortable conditions in a short space of time and increase energy consumption.
- To maximise air flow and the efficiency of the system, leave all internal doors open.
- Do not leave your apartment closed up for more than four hours with a minimum temperature selected on the thermostat. This may cause freezing of condensate drains and cause water damage.

Owners are responsible for the maintenance of their own air-conditioning system, including the air conditioning condenser. Please note that the 12-month installation warranty and 5 year hardware warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance, cleaning the air filter and checking various items annually. Refer to the Appendix for maintenance & operation manuals included in your Owners Pack

5.8 COMMUNICATIONS & TELEVISION

5.8.1 NBN FIBRE NETWORK

Please be aware the building is NBN compliant. You will need to contact your preferred service provider to arrange the connection of your service.

The NBN control box is located inside the bedroom robe. Broadband access points are located on the bedroom and living room walls.

5.8.2 TELEPHONE AND FAX

Your apartment has been provided with a number of telephone/fax connection points. RJ45 outlets are located either near the main living TV point and bedroom 1 TV point and connected back to your NBN cabinet.

These points are suitable for connecting telephone(s), fax machine(s) and/or Internet and are interchangeable (i.e. they can be used for either data or telephone or fax).

A licensed electrician must be engaged if additional telephone outlets are required.

Refer also to information attached in respect to Rocket WIFI Internet which is also available to all apartments and common areas in the building.

5.8.3 FREE TO AIR TV

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout the building to each apartment.



The TV reception outlets in the walls are "screw in" (F Type) connections and may not fit your existing television lead. "Conversion" (F type to pal) fly leads are required to connect your TV or video to the outlets. Free to air can be obtained from either of the two outlets on the wall.

As the frequency of the signal may vary slightly from your previous antenna system, your television may need to be re-tuned to ensure an optimum quality reception. We recommend you engage the services of an experienced technician to assist you in re-tuning your TV if necessary.

Free to Air channels ABC, 7, 9 and 10 should be tuned via VHF. SBS and Channel 31 should be tuned via UHF. Digital MATV signal has been provided for Freeview channels.

5.8.4 PAY TV (CABLE)

Pay TV cable, suitable for Pay TV (FOXTEL), has been supplied wired into your apartment ready for final connection by the provider.

All antenna wall points can be used for Foxtel and/or free to air.

Foxtel will provide a special adapter (known as a diplexer) to connect to the wall socket.

You will need to contact Foxtel on 1300 785 622 to arrange connection of Pay TV to your apartment. Foxtel fees and charges are applicable. Please refer to the attached connection form and special offer at the end of this manual.

APARTMENT SECURITY AND FIRE SAFETY

5.8.5 INTERCOM

An intercom video unit is located at the entry doors. This unit has a control button to allow visitor access to the building.



Please refer to the Appendix for Intercom Instructions included in your pack.

5.9 SMOKE DETECTION

The apartments have been fitted with one or more 240 volt mains powered smoke detector unit with a backup battery, generally fixed to the ceiling outside the bedroom(s). An alarm is sounded from a detector when smoke is present, to alert

occupants.



If the alarm sounds due to smoke from cooking activities etc., it will continue for 30 seconds, when, if no further smoke is detected, it will become silent. If smoke is still present, it will continue to sound the alarm. In order to disperse any smoke and silence the alarm, open all external windows and doors to dissipate the smoke **(do not open the door to the public corridor/hallway as this may result in the common area smoke detectors to activate which will result in the fire brigade being called).**



Refer to smoke alarm instruction manual in Appendix D1.1

5.10 DOOR AND WINDOW SECURITY

Apartment entry doors are lockable. Apartment entry doors must be locked with your key when leaving. Please note that your apartment door is also a fire door and contributes to the building's fire protection system and must not be modified without prior written approval of the Owner's Corporation. Keys for the entry door are registered and can only be re-ordered through the Owners Corporation Manager (refer to access device order form contained in Appendix D1.12).



Keys for your door are included in your Owners Pack.

6 GENERAL MAINTENANCE

6.1 FINISHES SCHEDULE AND SUB-CONTRACTOR AND SUPPLIERS LIST

A detailed Finishes Schedule and a list of the major Sub Contractor and Suppliers are included in the Appendix.

6.2 APPLIANCES & ELECTRONICS



Refer to Appendix for Manuals and Warranties for the following appliances:

- Cooktop
- Oven
- Dishwasher
- Rangehood
- Intercom
- Air Conditioner

To maintain the appearance and durability of your appliances, follow the instructions, hints and advice in these documents.



Please note that the Manufacturers' Warranties are often conditional and require regular maintenance. We also recommend appliances be inspected every two (2) years by an authorised service agent.



In the event an appliance malfunction, follow these steps:

1. Check power at the switchboard;
2. Follow relevant instructions in the Operation Manual; and/or
3. Check the warranty and call the manufacturer's service centre.

6.3 PAINT



Refer to the Appendix for Finishes Schedule for paint specification, including colour selection. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface.

Refer to the Appendix for detailed maintenance procedures & paint care. Maintenance of painted materials to apartments (both internal and external) will be the responsibility of the resident. Areas unable to be accessed by the residents and common areas will be the responsibility of the Owners Corporation.

6.4 CARPET

Carpet throughout the building has been selected to provide an attractive, yet durable floor finish.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of an adequate maintenance program are:

- protection from damage and prevention of spills;
- regular vacuuming;
- intermediate surface brightening;
- periodic wet cleaning; and
- removal of stains and spills.



Please note that "scotch-guarding" carpet is not recommended by the manufacturers.



Refer to Appendix for Carpet care guide

6.5 TIMBER FLOORING

The timber flooring to your apartment has been selected to provide a rich, high quality feel. Regular maintenance will result in prolonged life of your flooring. Manufacturer's recommendations are included within your handover pack but are summarised below:

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the flooring.
- Use felt protectors under heavy pieces of furniture. Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- **Spiked heels or shoes in need of repair can severely damage your floor.**
- In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly. Never use oil, soap, wax or other household products to clean your floor.
- Keep animal nails trimmed
- Maintain relative humidity levels between 30% and 70%.
- If the apartment is to be left vacant for a long period of time (i.e. greater than 1 week) it is recommended that blinds or curtains are drawn in order to shade the flooring from direct sunlight



Refer to Appendix for Timber care guide

6.6 LIGHTING

The main switchboard for the power and lighting is located within the public light and power distribution board on ground floor. This can only be accessed by the Body Corporate Owners Corporation.

Your apartment's electrical switchboard is located inside your apartment. All light, power, air conditioning, range hood, oven, dishwasher and exhaust fan circuits are protected by circuit breakers at the switchboard. Before changing a globe, please ensure that you have turned off the power switch. Light fittings must be replaced by an experienced tradesperson. Replacement globes for light fittings in your apartment should not exceed the following, to prevent damage to the light fittings:

- **Typical apartment External Wall light (balcony)**
 - 9 watt LED warm white light
- **Typical apartment downlights:**
 - downlights: - 9w low voltage LED, fixed LED downlights, no replacement parts

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the surface gloss.

6.7 ALUMINIUM DOORS AND WINDOWS

Aluminum windows and doors have a powder coat finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained. Cleaning is recommended every three to six months to remove air born deposits such as salt, atmospheric pollution and dirt.

To clean:

- remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- remove any marks by the use of a warm, mild detergent or mineral turpentine;
- wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners; harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder-based cleaning products as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.



Window furnishings are not to be mounted on any part of the aluminium door or window frame.

6.8 DOOR AND WINDOW HARDWARE

Please note that your apartment door is also a fire door and contributes to the building's fire protection system.

Hamilton Marino Builders will ensure that prior to occupancy permits being issued, all apartment entry doors as well as windows & balcony doors are commissioned including:

- drop seal adequately landing a consistent surface/ floor finishes
- drop seal adequately sealing gap at bottom of door
- door closers adjusted to appropriate closing & latching speed
- Bat wing seals installed correctly
- Locks fitted & tested

Tenants have the due diligence to complete maintenance to entry doors & windows on a regular basis. In order to maintain a high level of functionality, door hardware including door closer must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware unless by a professional locksmith.

Dirt, grime and airborne salt deposits are often capable of causing damage to the product's surfaces and mechanism, including the cylinder barrel, and must be regularly removed. While regular use will require adjustments to be made.



Residents are required to maintain door locks, hardware, drop down seals and handles every 6 months.

Maintenance to include:

- Use a soft bristle brush or similar to clean the surface;
- tighten fixing screws;
- re-align strike plates;
- lubricate to **(required every 6 months)**
 - hinges & internal mechanism with an aerosol lubricant
 - "sticky" locks with dry powder graphite sprinkled on the key
- Adjustment to drop down seal
 - Drop down seals have an adjustment screw on the end face & should be turned left or right to adjust height
- Adjustments to door closers
 - ensure this is undertaken by a Locksmith or suitably qualified person

6.9 GLASS WINDOWS, BALUSTRADES, SHOWER SCREENS, VANITY MIRRORS AND FEATURE MIRRORS

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon based cleaners' powder-based cleaning agents and other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that the external face of windows and glass balustrades should be cleaned by a professional cleaner with the required safety equipment.

Damaged glass and mirrors cannot be repaired. They must be replaced by an experienced glazier.

6.10 TILES FLOOR, WALLS – PORCELAIN OR VITRIFIED

To clean, use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woolen cloth.

6.11 TAPWARE

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tap ware:

- clean tap filters every two months; and
- check tap washers every two years, and replace as necessary.

A licensed plumber is required to replace the ceramic washer in lever mixer taps.

Remember to turn off the water supply to your apartment prior to carrying out maintenance or in the event of a tap or fitting breaking.

6.12 STONE BENCHTOPS AND MARBLE

The stone featured at **The Point Apartments** has been selected for its appealing finish, warm character, durability and high quality.

Being a natural product, it retains a degree of porosity. However, simple protection measures are the most effective way to ensure the natural beauty and stunning appearance is maintained.

- Always use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the bench tops.
- Wipe up spills immediately, to avoid potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.

Stone in all bench tops is not sealed, as any protection provided by a sealer is not permanent or absolute.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.

6.13 STAINLESS STEEL KITCHEN SINK, LAUNDRY TUB, TRIMS ETC.

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water. To brighten, use a non-abrasive cleaner or specialist stainless steel product. Do not use steel wool, abrasive cleaner, or oil-based cleaners.

6.14 CUPBOARD JOINERY (2 PAC)

All Joinery surfaces are 2 pac paint.

To clean and maintain, follow these guidelines:

- remove soiled particles from surfaces or light stains with warm soapy water and a soft cloth, or a non-abrasive spray and wipe cleaning agent;
- do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating.);
- ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- buff out minor fine scratches (note the gloss level will diminish);
- check, tighten and adjust hinges every six months; and
- Do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

6.15 SANITARY-WARE ACRYLICS, PORCELAINS

To preserve the polish surface of your bath (if applicable), pan(s) and basin(s), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry cleaning fluids etc. Stubborn marks or fine scratches may be polished out with Brasso.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath. If staining occurs, remove with Brasso.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved completely prior to adding them to bathwater.

6.16 LAUNDRY FLOOR WASTE

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight a small amount of water is required to go into the laundry floor waste. Use a container and pour approx 600mls of water into the floor waste.

6.17 CEILING EXHAUST VENTILATION GRILL

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes. The removable ceiling diffuser should be cleaned every 4 months with a soapy cloth and dried prior to replacement. Do not alter the position of the exhaust vents when cleaning.

A single fan operates to the bathroom, ensuite and laundry. This can be switched on or off from the fan switch in the laundry or via the light switch in each bathroom.

The exhaust system uses a central in line fan for all bathrooms and laundry within each apartment. Due to this design, the fan may not be heard when it is activated at one of the locations. This is not a problem, and can be easily checked by going into the main bathroom (or laundry) where the access hatch, and fan motor is located and listening for the fan motor noise.

A run on timer is fitted to the fans to ensure smells are exhausted for a few minutes after the bathroom light is switched off. This means that the fan is activated whenever the bathroom light is turned on or the switch in the centre of the laundry power point is activated (to ensure that the fan operates when a clothes dryer is being used to avoid condensation build up). If the laundry power point switch is left activated the exhaust fan motor will continue to operate all the time. It is recommended to switch this off when the laundry is not in use to prevent unnecessary wear and tear on the motor as well as eliminate the noise.



Leaving a window within your apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen range hood) and will aid to minimise any naturally occurring condensation.



To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

6.18 EXTERNAL TILES

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tile surface. Very large, heavy pots should also be avoided, to prevent excessive loads on the building structure.

6.19 ROOF MAINTENANCE & BALCONY DRAINS

Building Manager: Roof drainage points and overflows will be inspected and if necessary, cleared of debris periodically by the Owners Corporation. Access to the main roof is via the lift or stair core. Harness points have been located throughout the roof areas and should always be used when accessing the roof area for maintenance and cleaning. Roof access is restricted to authorised personnel only and subject to written approval of the Owners Corporation.

Residents: balcony drainage points and overflows will need to be inspected and if necessary, cleared of debris periodically (every 3 months is recommended). Access to balcony drains is via lifting up balcony pavers. Wastes are located underneath balcony pavers (these can be easily lifted by placing a key or lever under the tile & lifting)

6.20 MAINTAINING CONDENSATION

- **Maintain relative humidity levels between 30% and 50%.**
 - Reducing humidity
 - Use exhaust fans while cooking and bathing or open a window to exchange fresh, drier air,
 - Reduce the amount of water introduced into the home by cooking with covered pots,
 - Taking cooler, shorter showers and ensure fan is in operation,
 - Vent apartment when clothes driers operates,
 - Reduce the number of plants in the home.
 - Signs your apartment humidity levels are too high
 - Fogging and condensation accumulating on windows,
 - Moisture and mould occurring on walls and ceilings,
 - Increased instances of static electricity
 - Dried and cracking paint
- **Tips for preventing condensation**
 - Reduce indoor humidity by providing sufficient ventilation. Windows should be opened during the day when possible, especially where heaters are in operation at night. It is strongly recommended to open windows and doors whenever possible.
 - If condensation appears, wipe the surface dry immediately.
 - Dry clothes thoroughly prior to storing.
 - Allow sunlight into your apartment whenever possible.
 - Operate your exhaust fan for 5 minutes after using a shower or clothes dryer. Even though the steam might appear to be removed, moisture is likely to remain in the air.
 - Operate your kitchen exhaust fan whilst using your oven/cooktop as well as washing dishes.
 - Some condensation can also be controlled by the use of your AC unit if you set it to de-humidifier. Refer to your operation manual for Air conditioning operation guide

7 ENVIRONMENTALLY FRIENDLY TIPS

According to the Department of Climate Change and Energy Efficiency households produce almost one-fifth of Australia's greenhouse gas emissions. The conservation of environmental biodiversity is also directly related to how we live, interact and consume resources.

Our lifestyles and the management of our households have a direct impact on production of greenhouse gases and the future of the environment.

The following are simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

7.1 LIVING ROOMS

- Minimise heat loss through windows by installing window coverings, such as blinds with pelmets.
- Do not overheat or overcool - set the thermostat at a practical level.
- Switch televisions, DVD Players (etc.) off when not in use – these appliances use substantial amounts of energy even when left in the 'standby' mode.
- Switch off the VDU screen to your computer when not in use. Laptop computers are generally more efficient than desktops.

7.2 LIGHTING

- Turn off lights when not in use.
- Use lamps where a light source is most needed.

7.3 KITCHEN

- Use energy efficient cooking practices where possible. Minimise grilling and use lids on pots when boiling and simmering etc.
- Use a plugged sink to rinse dishes and clean vegetables.
- Wait until you have a full load to run the wash cycle on your dishwasher.
- Ensure that refrigerator door seal is tight fitting and maintained. Leave the door open for as little time as possible.

7.4 BATHROOM

- Do not leave the tap running when brushing teeth or shaving.
- Choose the toilet's half flush option as much as possible.
- Do not leave taps dripping and promptly repair leaking taps.
- Place a little food dye in the cistern of your toilet from time to time and check for small continuous leaks down the back of the pan.

7.5 LAUNDRY

- Use cold water for machine washing.
- Wait until you have a full load to run the wash cycle on your washing machine.
- Use biodegradable soap.
- Use drying racks instead of the clothes dryer. If a clothes dryer is used, run on a lower and colder setting.

7.6 WASTE

- Separate your waste into recyclable collections.
- Buy less packaging.
- Don't put oils, fats or harmful chemicals down the sinks.
- Use a strainer in kitchen sinks.
- Choose detergents with no, or little, phosphorous, to minimise nutrient loads in waterways.

7.7 GREEN TRAVEL

The site is well positioned in terms of access to public transport, with numerous services available in the vicinity of the site. The tram services in the area all provide good access to numerous metropolitan train lines, which in turn provide connections to greater Melbourne. Information on public transport fares, routes and timetables is available at the following website:

<http://ptv.vic.gov.au/>

8 DEFECTS, MAINTENANCE & UNDER WARRANTY

For detailed information, please refer to the Warranties & Guarantees folder on the USB provided, otherwise below is a summary of the main items.

The builder has a standard builder's warranty which will deal with any maintenance issues that may arise. This is a 12-month period from the Occupancy Permit. Appliances, and fixtures and fittings may have extended warranties. Please refer to the Warranties on the USB provided for any additional warranties.

8.1 DEFECTS

Commencement of Defects Liability Period (12 month period from the date of issuance of the Occupancy Permit).

What is a defect?

Refer to the standards and tolerances guide 2015 (Victorian Building Authority – <http://www.vba.vic.gov.au>) and appendix H for a list of common issues that may occur that are not considered to be a builder's defect

How is a defect viewed?

Refer to the standards and tolerances guide 2015 (Victorian Building Authority – <http://www.vba.vic.gov.au>).

8.1.1 REPORTING DEFECTS (WITHIN 12 MONTHS OF PROJECT COMPLETION)

Before reporting a defect, please ensure you have read all of the information provided about how to care for and maintain your apartment. Refer to appendix for a list of common issues that may occur that are not considered to be a builder's defect. If the issue you have reported is not a builder's defect, there may be a service/call-out fee incurred. Upon identification of a defect the owner is to issue email to thepoint@hamiltonmarino.com.au.

When reporting your issue, please ensure to include the below details:

- Request in writing sent to thepoint@hamiltonmarino.com.au
- a Maintenance Request Form including
 - A clear (not blurry) photo of the defect and defect location.
 - A description of the location of the defect.
 - A description of any damage that has been caused as a result of the defect.
 - When the defect was found and reported.
 - A contact name, mobile phone number and email address of the person reporting the defect.

Please note that a call-out fee of \$175.00 will be incurred if the person/s reporting the defect fails to be present or allow access as per the appointment arranged prior by the two parties.

If the defect is found to be damage as a result of the persons living in the apartment or agent of or a maintenance call due to the persons living in the apartment or agent of not maintaining the apartment, than a call out fee of \$175.00 will be paid to the builder

8.1.2 REPORTING DEFECTS (POST 12 MONTHS FROM COMPLETION)

Before reporting a defect, please ensure you have read all of the information provided about how to care for and maintain your apartment. Refer to Appendix a list of common issues that may occur that are not considered to be a builder's defect. If the issue you have reported is not a builder's defect, there may be a service/call-out fee incurred. Upon identification of a defect the owner is to issue email to thepoint@hamiltonmarino.com.au

- When reporting your issue, please ensure to include the below details:
- A clear (not blurry) photo of the defect and defect location.
- A description of the location of the defect.
- A description of any damage that has been caused as a result of the defect.
- When the defect was found and reported.

Please note that a call-out fee of \$175 will be incurred if the person/s reporting the defect fails to be present or allow access as per the appointment arranged prior by the two parties.

If the defect is found to be damage as a result of the persons living in the apartment or agent of or a maintenance call due to the persons living in the apartment or agent of not maintaining the apartment, then a call out fee of \$110 will be paid to the builder